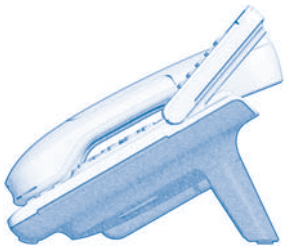
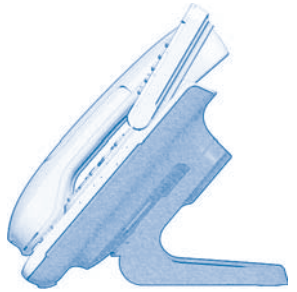
ip touch

Alcatel **OmniPCX** *Enterprise*
IP Touch 4068
IP Touch 4038





ALCATEL

User manual

Introduction

Thank you for choosing a telephone from the IP Touch range manufactured by **Alcatel**.
Your IP Touch digital terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (speaker, handsfree),
- using the convenient alphabetic keypad, you can call your partys by name.

How to use this guide

Actions

Lift the receiver.

Hang up.

Keypad

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Navigator

Move the navigation key up, down, to the left or to the right.

To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

Display and display keys

Smith John

Partial view of display.

Display key.

Audio keys

Speaker,
Handsfree.

Adjustment “reduce”.

Adjustment “increase”.

Programmable keys and icons

Line key.

Icon corresponding to key.

Other fixed keys

Hold and Transfer keys.

MENU key.

Voice mail access key.

Other symbols used

Menu — Means that the function is accessible from the Menu page.

Perso — Means that the function is accessible from the Perso page.

Info — Means that the function is accessible from the Info page.

Syst — Means that the function is subject to programming. If necessary, contact your installer.

Means that the function can be accessed by pressing a programmed key - see **Program the keys for the Perso page or the add-on module**.

These symbols may be supplemented by small icons or text.

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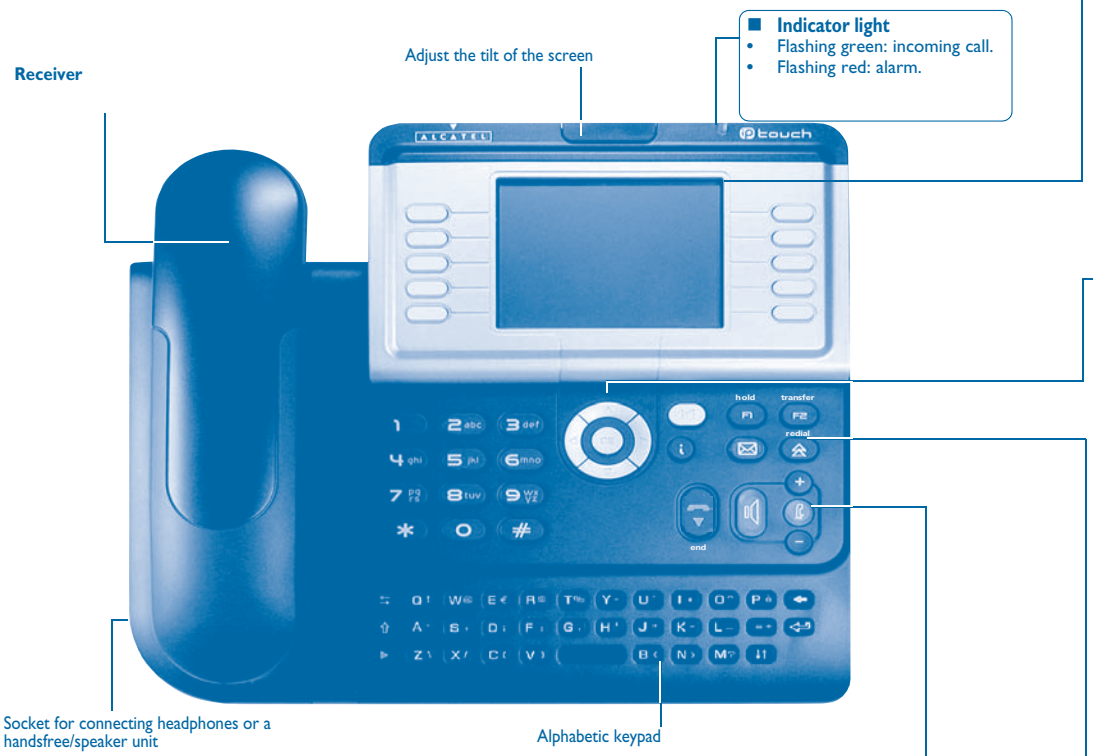
Getting to know your telephone



Audio keys

END key: to terminate a call.

Handsfree/Speaker Key: to make or answer a call without lifting the receiver.
- Lit in handsfree mode or headset mode (short press).
- Flashing in speaker mode (long press).

Intercom/Mute key:
- During a call: press this key so that your party cannot hear you.
- Terminal idle: press this key so that you can automatically answer a call without lifting the receiver.

To adjust the speaker or receiver volume up or down

Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as feature keys, line keys, call keys etc.
To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

Contains several lines and pages providing information on calls and the features accessible via the 10 keys associated with the words on the screen.

Forward icon: pressing the key next to this icon allows you to program or change the forward feature.

Receiver connected.

Appointment programmed.

Silent mode enabled.

Telephone locked.

Display keys: pressing a display key activates the feature shown associated with it on the screen.

Navigation

OK key: used to validate your choices and options while programming or configuring.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press); during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

Welcome screens

Menu page: contains all features and applications accessible via the keys associated with the words on the screen.
Perso page: contains call line keys (allowing supervision of calls) and programmable call keys.

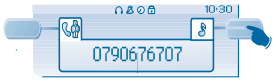
Info page: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Call display

Incoming call.

Call in progress or outgoing call.

Call on hold.



If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.
OK key: used to answer the call checked.

Feature keys and programmable keys

Guide key: used to obtain information on features of the 'menu' page and to program key of the 'perso' page.

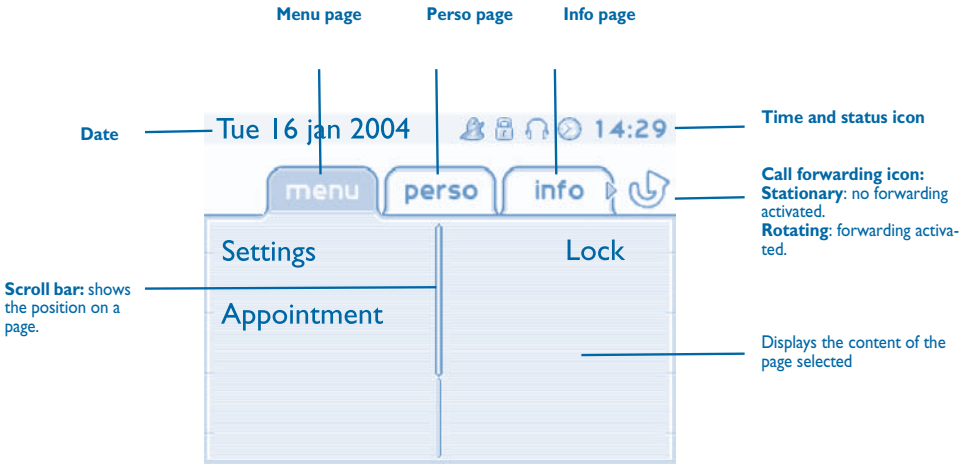
Messaging key to access various mail services:
If the key flashes, a new voice message or a new text message has been received.

'Redial' key : To access the 'Redial' function.

Hold: the call is placed on hold.
Transfer: transfer the call to another number.

1 Description of the screens

1.1 Welcome screens



- **Menu page:** contains all features and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last 10 numbers or intercepting calls.

- **Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

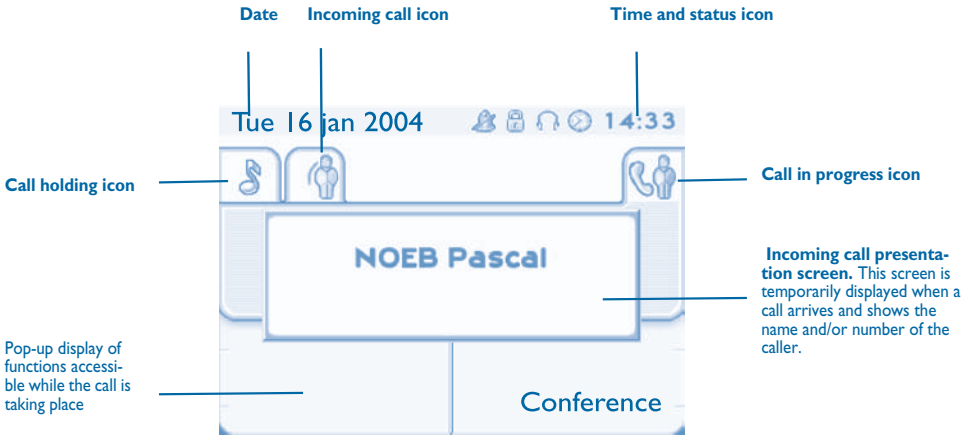
- **Info page:** contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.

Description of the screens

1.2 Call management screen



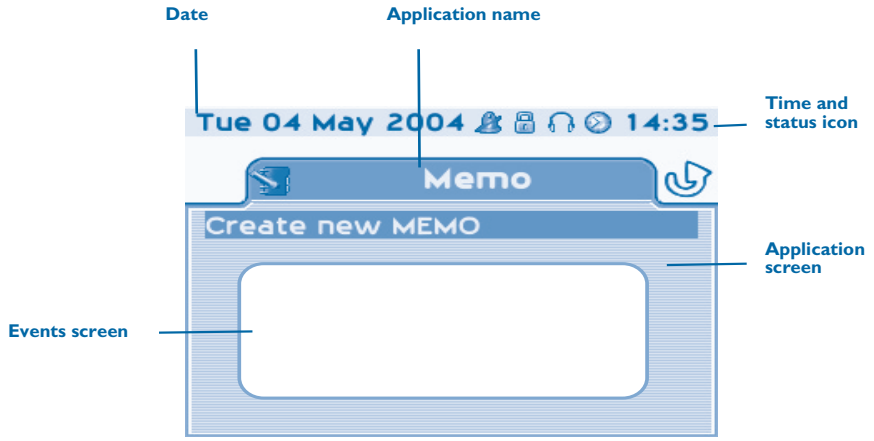
Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

Use the up-down navigator to display the functions accessible. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

2 Using your telephone

2.1 Making a call

dial the number for your call

OR

lift the receiver

OR

number required

OR

handsfree

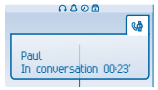
number required

OR

programmable line key

OR

dial by name



you are in conversation with the destination number

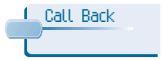
To make an external call, dial the outside line access code (9) before dialing your party's number. 9 is the default code for an outside line.

For the attendant, dial '0' (by default).

- **If the internal or outside number does not reply:**

broadcast a message on the speaker of the free terminal

OR



request callback to a busy terminal

OR

send a written message

OR

send a voice message

OR

go to next screen

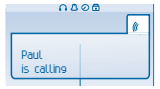
2.2 Answering a call

lift the receiver

OR

handsfree

OR



press the key next to the **'incoming call'** icon

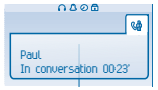
2.3 Using the telephone in 'handsfree' mode

- Terminal idle:

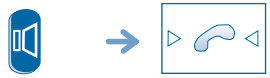
press and release

terminate your call

- Call in progress:

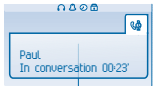


you are in conversation with the destination number


press and release

During a conversation, you can lift the receiver without terminating the call.

2.4 Activating the speaker during a conversation (receiver lifted) - Speaker.



you are in conversation with the destination number

activate speaker (long press)

the speaker key flashes

adjust volume (7 levels)

deactivate speaker (long press)

The key is no longer lit

press and release the speaker key to switch to handsfree mode (light steady).

2.5 Calling your party by name (company directory)

enter the name or initials or the surname and first name of your party

select the type of search you want (last name, last name and first name* or initials*)

Display of all the parties meeting the search criteria

display the previous and next names

press the key associated with the party to call

modify the search

*Name must be entered in format name/space/first name.

2.6 Make calls via your programmed call keys

Perso

access the **'perso'** page

select the party you want to call from the programmed call keys

call the selected party

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

directory number

2.8 Redial

Menu

'redial' key

reach the **'menu'** page

last number redial

2.9 Call back the last caller (whose call was not answered)

Menu

caller

Callback last

reach the **'menu'** page

call back the last caller

2.10 Requesting automatic callback if internal number is busy

Internal number is busy → Call Back → callback request acknowledged

2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in handsfree mode. The screen shows the caller's identity.

- **To activate - Terminal idle:**

→ corresponding LED lights up

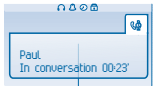
When your caller hangs up, intercom mode remains active.

- **To deactivate - Terminal idle:**

→ The corresponding LED goes out

2.12 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



you are in conversation with the destination number

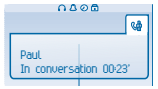
* OR Send DTMF

to activate

The function is automatically cancelled when you hang up.

2.13 Mute, so that your party cannot hear you

You can hear your party but he/she cannot hear you:



you are in conversation with the destination number

disable microphone → The key lights up

resume the conversation → The key is no longer lit

3 During a call

3.1 Making a second call during a conversation

During a call, you can call a second person (consultation call):

you are in conversation with the destination number

the first call is placed on hold

number of second party

name of second party

- **Other methods for calling a second party**

Dial the number for your call.

Name of second party.

- To access the 'Redial' function (press and hold).
- Call back on the last 10 number dialled (short press).

Programmable line key.

- **To cancel your second call and recover the first:**

If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a conversation

- **A second party is trying to call you:**

you are in conversation with the destination number

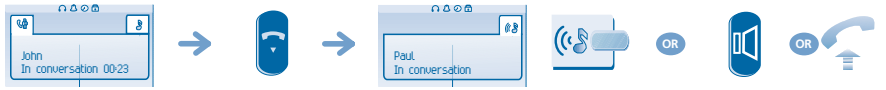
name or no. of the caller displayed for 3 seconds

Answer call displayed.

line key for which icon is flashing

the first call is placed on hold

- **To return to your first caller and end the conversation in progress:**



key associated with the **'incoming call'** icon

3.3 Switching between calls (Broker call)

During a call, a second call is put on hold.
To alternate between calls:

key associated with the **'incoming call'** icon

place your first party on hold

3.4 Transferring a call

- **To transfer your call to another number:**

you are in conversation with the destination number | press 'transfer' key | dial the number to be called | press to perform the transfer

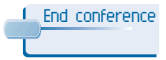
Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

3.5 Three-way conference with internal and/or external correspondents (conference)

- During a call, to establish a three-way conference:

press the "**conference**" key | number of second party | press to establish the three-way conference

- Cancel conference and return to first correspondant (if conference is active):



- Hang up on all correspondant (if conference is active):

- After the conference, to leave your two parties talking together:

3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 parties. To add another party to the conference:

party's name or number

3.7 Placing a call on hold (HOLD)

Syst

- **Exclusive hold:**

During a call, you may place the call on hold and recover it later, on the same telephone

you are in conversation with the destination number | your call is placed on hold

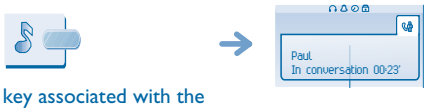
- **Press 'Hold' to recover the call on hold:**

- **Common hold:**

To recover your call on any telephone in your system.

you are in conversation with the destination number | your call is placed on hold

Recover the call on hold from any telephone:



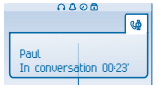
key associated with the **'incoming call'** icon

3.8 Placing an outside call on hold (parking)

Syst

Park./retrieve call

You can place an outside call on hold and recover the call on another telephone:



you are in conversation with the destination number

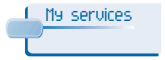
A parking announcement message is displayed on the screen of the parking destination set.

- **To recover the parked call:**

Park./retrieve call

To automatically take the parked call, pick up the handset of the parking destination set.

reach the '**menu**' page

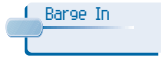


If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the attendant.

3.9 Intrusion into an internal conversation

Syst

Your party's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:



same key to exit

- **Protection against intrusion:**

protection Intrusion

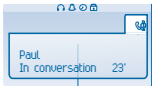
press programmable key

enter the number desired

Protection is cancelled when you hang up.

3.10 Adjust audio volume

During a call, to adjust the volume level of the speaker or receiver:



you are in conversation with the destination number

adjust audio volume

4 Sharing

4.1 Answering a night or a general bell

Menu Syst

call pickup Night service

When the attendant is absent, outside calls to the attendant are indicated by a general bell. To answer:

reach the '**menu**' page

4.2 Manager/assistant screening

Syst

Screening list

System configuration allows "manager/assistant" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- **From the manager's or assistant's telephone:**

press programmable key

→ **Incoming calls are screened by a designated person (assistant, etc.)**

press the same key to cancel

Screening is indicated on the manager's telephone by the icon corresponding to the "screening" programmed key.

4.3 Individual pick-up

Menu Syst

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- **If the telephone ringing is in your own pick-up group:**

up Group call pick

reach the '**menu**' page

- **If the telephone ringing is not in your pick-up group:**

pickup Individual call

reach the '**menu**' page

dial the number of the ringing telephone

The system can be configured to prevent call pick-up on certain telephones.

4.4 Hunting groups

• **Hunting group call:**
Certain numbers can form a hunting group and can be called by dialling the group number.

group no.

• **Temporary exit from your hunting group:**

hunt group Exit station

reach the '**menu**' page

your group number

• **Return into your group:**

hunt group Enter station

reach the '**menu**' page

your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

4.5 Calling an internal party on his/her pager

Syst

The number called does not answer and you know that the person called has a pager:

number called number called

paging in progress is displayed

Your party can answer from any telephone in the system.

4.6 Answering a call on your pager

Menu Syst

Answer Paging

A call on your pager can be answered from any telephone within the system.

your pager beeps

reach the '**menu**' page

your extension number

4.7 Calling a party on his/her speaker

Menu

Your internal party does not answer. If authorised, you can remotely activate your party's phone:

your party does not answer

→ **you are connected to the speaker on your party's phone (if he/she has the handsfree function)**

4.8 Sending a written message to an internal correspondent

enter the number of the terminal to receive the message

enter the first letters of the last name

select a predefined message

select a predefined message to complete

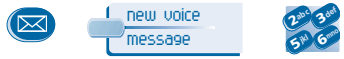
compose a new message

complete your message

- **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*);
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the assistant	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

4.9 Sending a copy of a voice message



personal code

→ **Display shows the number of new and old messages**

dial the number to be called

dial by name

send message

4.10 Sending a recorded message to a number/a distribution list

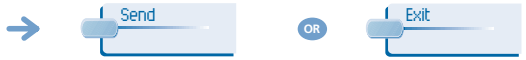
personal code

record message

end recording

dial the number to be called

dial by name

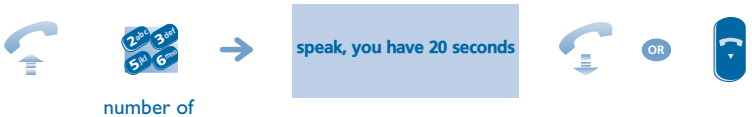


send message

end of broadcast

4.11 Broadcasting a message on the speakers of a station group

A message not requiring an answer can be broadcast on the speakers within your broadcast group:



number of broadcast group

The message will only be broadcast on terminals not in use and which have a speaker.

5 Keeping in touch

5.1 Forwarding calls to another number (immediate forwarding)

The number can be your home, portable or car phone, voice message or an internal extension (attendant, etc.).

dial the number to be called

→ **forwarding is acknowledged**

You can make calls, but only the destination number can call you.

5.2 Forwarding your calls to your voice message service

→ **forwarding is acknowledged**

5.3 When you return, review your recorded messages

The light indicates that messages have been received.

→ **Display shows name of sender, with date, time and ranking of message**

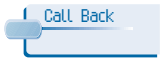
personal code

OR

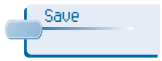
listen to message

erase message

OR



OR



OR

call sender of message

archive the message

terminate consultation

5.4 Forwarding calls to your pager

Syst

Radio paging

Callers will thus be able to contact you while you are moving around the company:

press programmable key

→ **forwarding is acknowledged**

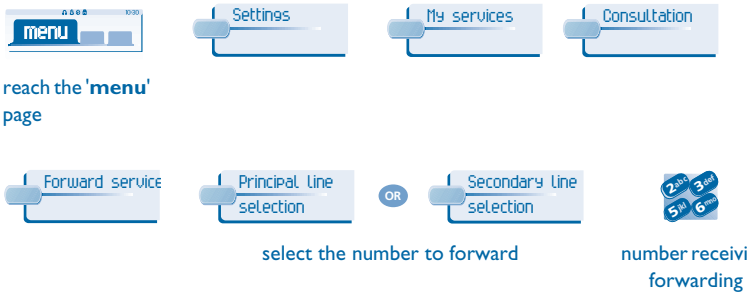
5.5 Forwarding your calls from the receiving terminal ("Follow me") Syst

Remote forward

You wish to receive your calls in your present location:
Use the "Follow me" function.

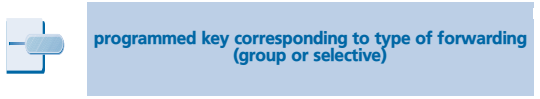
5.6 Applying a selective forwarding Menu Syst

You can forward your primary number and your secondary number or numbers to different sets.



5.7 Cancelling all forwardings

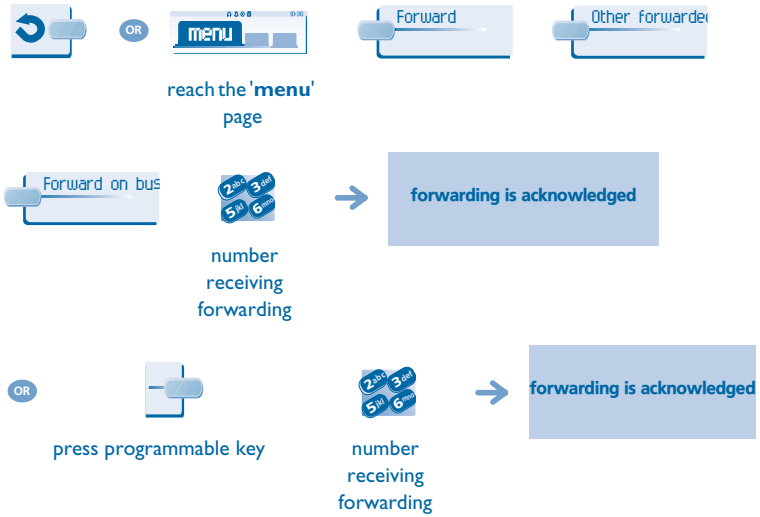
5.8 Cancelling a specific forwarding



5.9 Forwarding calls when your line is busy (forward if busy) Menu

Forward on busy

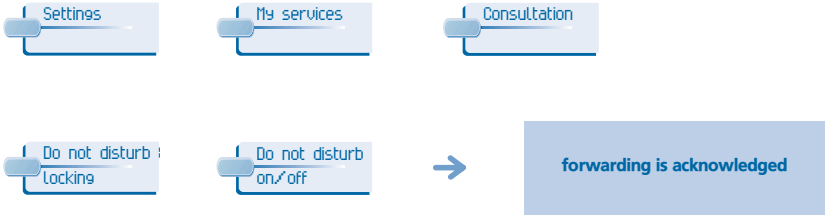
Callers will thus be able to contact you while you are moving around the company:



5.10 Do not disturb

on/off Do not disturb

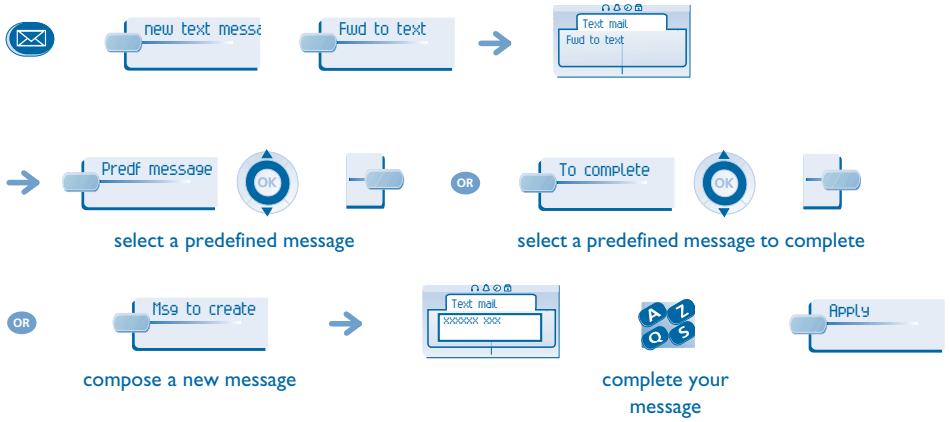
You can make your terminal temporarily unavailable for all calls.



Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

5.11 Leaving a recorded message for internal callers

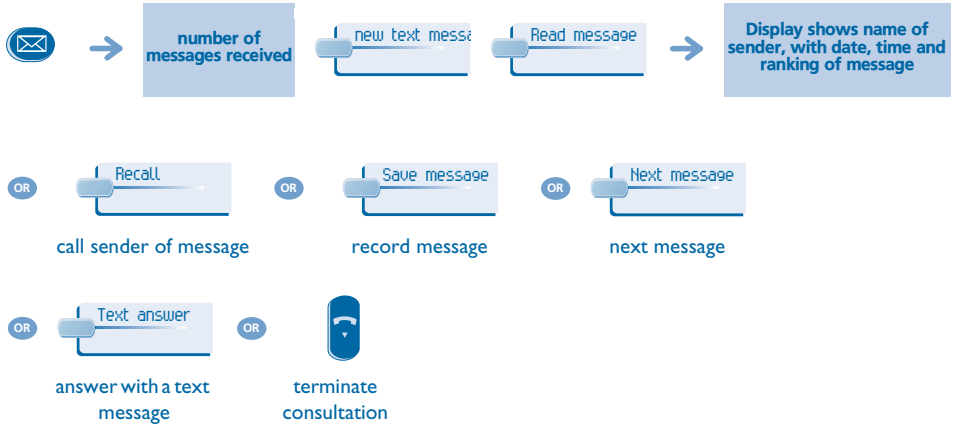
You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



5.12 Consulting written messages

Syst

The light indicates that messages have been received.



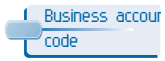
6 Managing your charges

6.1 Charging your calls directly to business accounts

Menu Syst

You can charge the cost of your outside calls to business account numbers.

reach the '**menu**' page

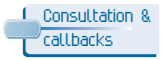


number of business account

number required

6.2 Finding out the cost of an outside call made for an internal user from your terminal

reach the '**menu**' page



7 Programming your telephone

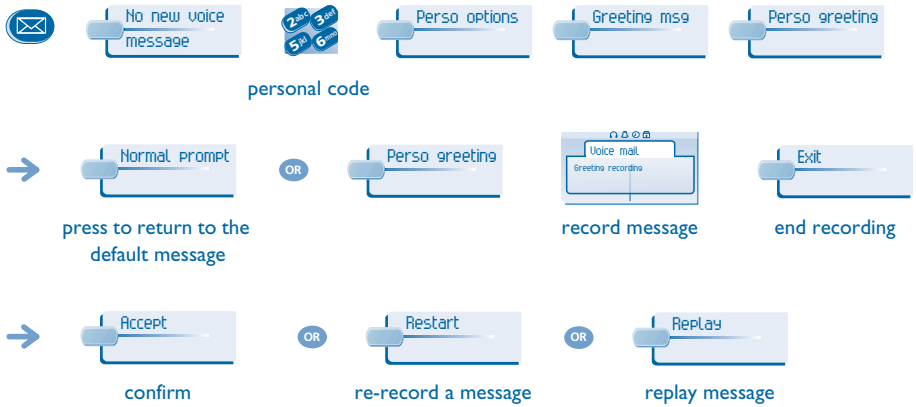
7.1 Initializing your voice mailbox

Your personal code is used to access your voice mailbox and to lock your telephone.

7.2 Customizing your voice greeting

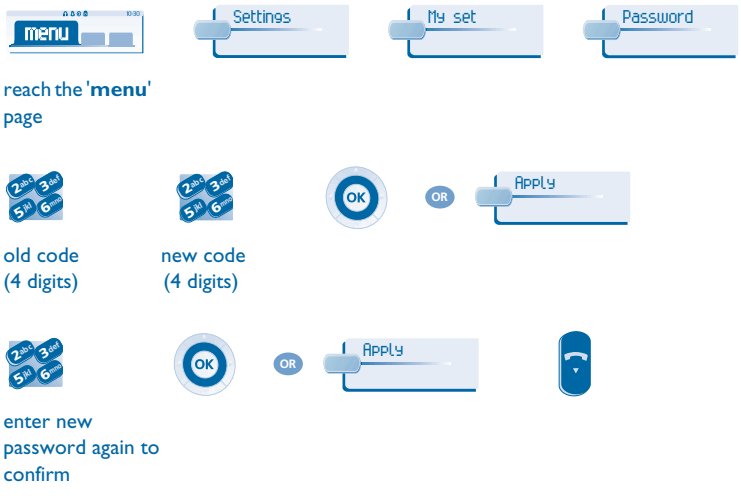
Menu

You can replace the greeting message by a personal message.



7.3 Modify the password for your phone set

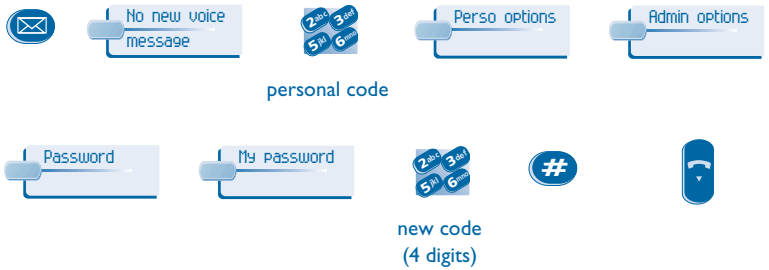
Menu



This password controls access to the programming and terminal locking functions by the user (default password: 0000)

7.4 Modify the password for your voice mailbox

Menu



As long as your voice mailbox has not been initialized, the personal code is 1515.

7.5 Adjusting the audio functions

Menu

reach the '**menu**' page

▼ Choose the tune:

select the melody of your choice (16 tunes)

▼ Adjusting the ringer volume:

select the level of your choice: (12 levels)

▼ Activate/deactivate silent mode:

to deactivate to activate

▼ Activate/disable meeting mode (progressive ringing):

to deactivate to activate

▼ Activate/deactivate discreet ring mode:

to deactivate to activate

▼ Adjust ringer volume while a call arrives:

your telephone rings — adjusting the ringer volume:

7.6 Adjusting screen brightness (IP Touch 4038)

Menu

reach the '**menu**' page

increase or decrease the contrast

7.7 Selecting the welcome page

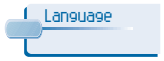
Menu

This function is used to choose the page displayed by default on the telephone.

select the default page

7.8 Selecting language

Menu



reach the '**menu**' page

enter your personal code

select the language of your choice

7.9 Program the keys for the Perso page or the add-on module

Perso

You can program call numbers and functions for the 'Perso' page keys and the add-on module keys.

reach the '**menu**' page

press the key you want to program

to program a number

to program a function

- To program a number:

enter the number

enter the name

confirm

- To program a function:

follow informations displayed on the screen

- Other possibilities:

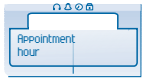
modify contents of entry displayed

delete

7.10 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).



reach the '**menu**' page

enter time of appointment

dial the number of the appointment destination set

The '**Appointment programmed**' icon is displayed on the welcome page.

- **At the programmed time, your telephone rings:**

If your calls are forwarded to another terminal, the forwarding is not applied to the reminder call.

- **To cancel your reminder request:**

reach the '**menu**' page

The '**Appointment programmed**' icon disappears from the welcome page.

7.11 Identifying the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.

Access the **Info** page using the navigator.

7.12 Lock / unlock your telephone

Menu

reach the '**menu**' page

depending the displayed informations, enter your password or confirm

7.13 Configuring the audio jack of your telephone

Menu

By default, the audio jack of your telephone can be used to connect a headset, handsfree kit or speaker.

reach the '**menu**' page

7.14 Modify the associated number

Menu

The associated number can be a phone set number, the voice mail number or the pager number.

reach the '**menu**' page

enter your personal code

enter the new associated number

7.15 Create, modify or consult your intercom list (max. 10 numbers)

Menu

reach the '**menu**' page

7.16 Installing a Bluetooth® Wireless Technology headset (matching) - IP Touch 4068

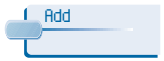
Menu

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal. Before performing the matching operation, the headset must be in detectable mode*.

reach the '**menu**' page

Searches for Bluetooth® equipment; wait until the type of equipment detected and the address is displayed

select the relevant equipment



confirm your choice

enter the pin code of the headset *

acknowledgement message and display of the headset icon on the terminal screen

* Refer to the user documentation supplied with the headset.

7.17 Using a Bluetooth® Wireless Technology headset - IP Touch 4068

Refer to the user documentation supplied with the headset.

7.18 Removing a Bluetooth® Wireless Technology headset - IP Touch 4068

Menu

reach the '**menu**' page

display of the different equipment matched

select the equipment to be removed

confirm your choice

message acknowledging the equipment has been removed

Compliance

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
Earpiece may retain magnetic objects.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
We, Alcatel Business Systems, hereby declare that we assume the Alcatel Advanced Reflexes product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

IP Touch 4068

This device complies with Part 15 of FCC rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Warning: Changes or modifications made to this equipment not expressly approved by Alcatel Business Systems may void the FCC authorization to operate this equipment.

The device is designed and manufactured not to exceed the emission limits for exposure to radio frequency energy in SAR (Specific Absorption Rate) set by the FCC
Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.
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